

# **Michigan Department of State**

**House Transportation and Infrastructure Committee**

**February 28, 2017**



# Department of State

*Oldest and most public-facing department (131 branch offices)*

- **Secretary of State**

- Elected to four-year term (constitutional & statutory duties)

- **Operational Structure**

- Executive Office
- Customer Services, Department Services, and Legal Services
- Bureau of Elections

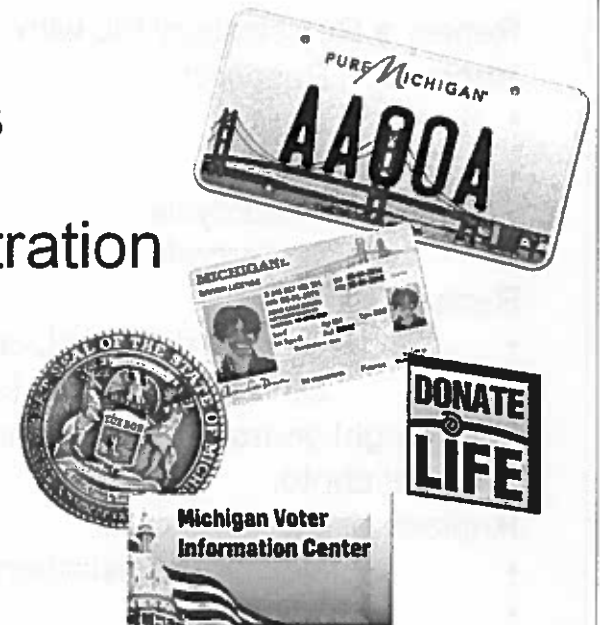
- **Annual Transactions**

- Over \$2 Billion Collected
- Over 7 Million Passenger Vehicle Registrations
- More than 400,000 Voter Registrations



# Role of the Department

- Driver Licensing & Vehicle Registrations
- Elections & Campaign Finance Administration
- Regulatory & Consumer Protection
- Office of the Great Seal
- Uniform Commercial Code
- Traffic Safety Awareness
- Organ Donation Promotion



# ExpressSOS.com

Renew a Registration/Tab with Print 'N Go and Purchase a Recreation Passport

- Car
- Truck
- Motorcycle
- Watercraft

Renew/Replace

- Standard Driver License
- Standard State ID (some exceptions apply)

Every eight years, customers need to visit a branch office to get an updated photo.

Replace or Get Duplicate

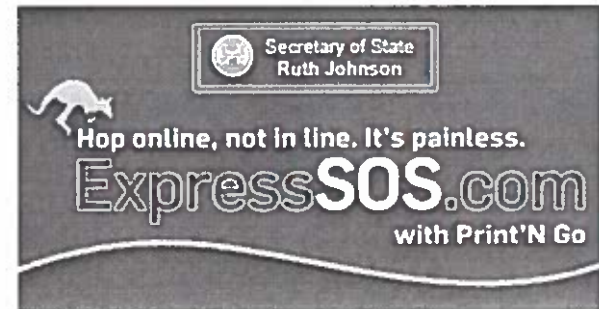
- Vehicle Registration
- Vehicle Title

Change/Update Personal Information

- Address
- Telephone Number and Email Address
- Emergency Contact Information

Join the Organ Donor Registry

**OVER 5 MILLION TRANSACTIONS AND COUNTING!**



# MI-Timeline

**Get in Line from anywhere with MI-TIME Line**



## *Online*

Get in line online at one of the participating offices OR schedule an appointment up to 60 days in advance at one of the participating offices.



## *By Phone or Texting*

Get in line by calling or sending a text message to the MI-TIME Line number set up for each participating office. You'll get a confirmation text or call back and updates about when you'll reach the front of the line.



## *At a Secretary of State Office*

You can still visit a MI-TIME Line Secretary of State office normally. You can get a paper ticket from the MI-TIME Line kiosk or you can enter your mobile phone number to get in line as well. Touch the kiosk screen to begin and follow the instructions. You can leave to take care of other business and will be alerted when it's your turn in line so you can come back to the office.

**MI**  
**TIME** *line*

Make your appointment today!

**RUTH JOHNSON**  
**SECRETARY OF STATE**

[www.michigan.gov/mitimeline](http://www.michigan.gov/mitimeline)



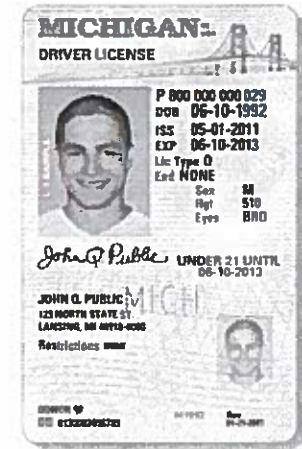


# Driver Licenses & PIDs

Driver licenses are issued for 4 year cycles, and may be renewed by mail one time before a new photo is required

Enhanced licenses are WHTI compliant and allow for entry into the USA when traveling by sea or land from Canada, Mexico, Bermuda, and the Caribbean nations without the need for a passport or other identification documents

The Department of State issues over 300,000 Personal Identification Cards every year



# ***A Variety of License Plates***

- Michigan Currently Offers a Pure Michigan Standard Plate, and The Spectacular Peninsulas & Mackinac Bridge Graphic Plates



- MDOS Currently Offers 14 Special Purpose Fundraising Plates and 15 University Fundraising Plates
- Fundraising License Plates Are Established By Legislation and Require a Public Act To Be Made Available For Sale
- The Michigan Department of State Offers Over 50 Different License Plate Designs Ranging From Amateur Ham Radio Operator Plates To Veteran Service Plates



# MDOS Quick Fact Sheet

## Fiscal Year 2016

### Customer Service and Operations

- 1,587 employees (average for FY16), down 25% from FY02
- 131 branch offices, down from 177 in FY01

### Branch Transactions (FY16)

- 13 million transactions (50,000 per day)
- 579,816 change of address transactions
- 178,896 Saturday transactions
- 1.6 million MI-TIME Line customers

### Online Transactions (FY16) – ExpressSOS.com and Legacy site

- 1.8 million online transactions
- 1.1 million tab renewals
- 170,217 driver license renewals

### Other Transactions (FY16)

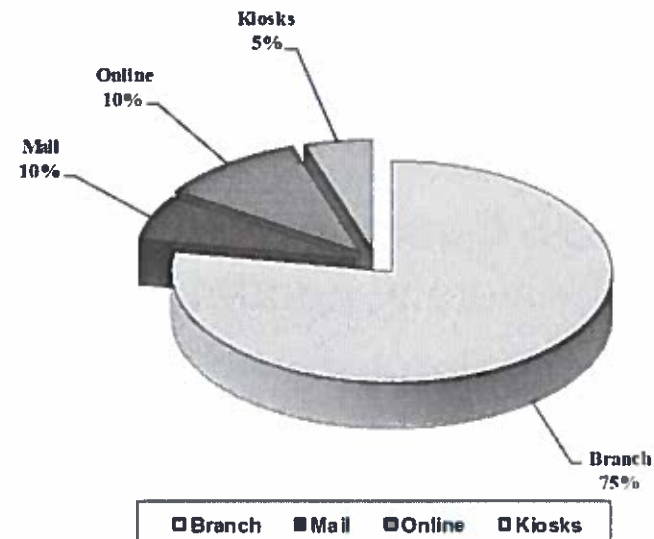
- 832,673 tab renewals via 77self-service kiosks (up 19% from FY15)
- 1.78 million renewals by mail (up 1% from FY15)
- 17,775 calls and 1,868 email inquiries weekly
- 3,500 to 4,000 calls daily on the public toll-free line

### Organ Donor Registry

- Nearly 2.4 million names added to Michigan's organ donor registry
- 305,825 names added in FY16

**The Secretary of State oversees 30 million vehicle records and processes nearly 10 million vehicle registrations.**

### Points of Service Transaction





# Contact the Michigan Secretary of State

Department of State Information  
Center toll-free number:  
888-SOS-MICH; 888-767-6424;  
Staffed Monday through Friday  
8:30 A.M. to 5:00 P.M.

Mailing address:  
Michigan Department of State,  
Lansing, MI 48918

Online: [www.michigan.gov/sos](http://www.michigan.gov/sos)



# Questions

